

## What if my private health insurance only provides basic hospital cover?

Basic hospital cover still entitles you to admit as a private patient at our hospital. However, to be eligible, you must have:

- a valid Medicare card
- Australian citizenship or residency
- served any 'wait' periods
- no pre-existing health conditions

Your health fund policy may have some exclusions for certain services, for example: cardiac, orthopaedic, obstetric. Our Private Patient Liaison Officers will be able to assist you to determine the type of cover you have, and whether your cover applies to the specialist care you will receive in our hospital.

## When can I choose to use my private health insurance?

You can make a decision to be treated as a private patient either before, or at any time during your stay. Please ask to see a Private Patient Liaison Officer who will be able to answer all your queries, and change your admission to 'private inpatient'.

### Same day patients

As a same day private patient (e.g. surgical or dialysis), you will receive a \$10 voucher to use at the hospital kiosk.

### Mental Health inpatients

As a private patient in the mental health ward, you will receive complimentary:

- Daily newspapers
- Toiletries pack
- \$20 Coles voucher upon discharge

## Need information, assistance or an interpreter?

If you would like to be admitted as a private patient, require any further information or would like access to an interpreter, please contact our Patient Liaison Officers.

## We are here to help

### Armadale Hospital enquiries

If you have an enquiry or need assistance please contact one of our Patient Liaison Officers.

### Mon to Fri - 7am to 3pm

Phone - (08) 9391 2087



This document can be made available in alternative formats on request.



## Armadale Hospital East Metropolitan Health Service

# Do you have private health insurance? You can use your private health insurance in a public hospital

No out-of-pocket expense guarantee



## Did you know you can use your private health insurance whilst being treated at Armadale Hospital?

Thank you for supporting WA Health. As a member of a private health fund, you already understand the importance of ensuring that you and your family have access to high quality medical services when you need them. You may not be aware that more than half of privately insured patients already choose to use their private health insurance in WA public hospitals. This choice makes an important contribution to ensuring high quality health services are available to everyone in the community. It is your right to make the choice to use your private health insurance for the inpatient care you need, whether that care is provided in a public or private hospital.

## What are the benefits of being admitted as a private patient in a public hospital?

### For you:

- Access to the state's leading doctors, specialists and equipment.
- 24/7 access to appropriate medical support, services, and emergency treatment.
- There will be no out-of-pocket expenses, even if you have an excess or co-payment on your policy, unless your doctor advises you differently. You should discuss any potential medical service charges directly with your doctor.

- When you choose to use your private health insurance, you may have the choice of your own doctor. There may be instances where your preferred doctor is unavailable. If this occurs, another suitably qualified doctor will provide your treatment. Junior doctors are part of the team and you will also be seen by junior doctors who are under supervision of a consultant. We will not charge your private health insurer for consultations with a junior doctor.
- To thank you for choosing to use your private health insurance, you will be offered a range of amenities to make your stay more comfortable. These include:
  - Complimentary toiletries pack
  - Free television hire
  - Kiosk vouchers
  - Free visitor parking
  - Phone credit and free newspapers
- As a private patient you may request a single room for your admission and we will record your room preference.
- Single-room accommodation cannot be guaranteed, as the clinical needs of all our patients take priority. If a suitable single room is available for your stay, we will do our best to ensure that one is available for you.

### For the hospital:

Your private health insurance helps us to ensure that Armadale Hospital has the resources to continue to provide our patients with the highest quality care in a safe and caring environment and to attract and retain

the state's leading doctors, specialists, nursing and allied health staff.

## What if my insurance has an excess or co-payment?

If you choose to be treated as a private patient, there will be no out-of-pocket expenses for your accommodation, pathology, or pharmaceuticals relating to your inpatient stay, unless your consultant or hospital staff have advised you differently prior to your admission.

In some instances, you may receive invoices, and these will need to be sent to Medicare and your health fund for payment. Instructions on how to claim will be provided.

Radiology is provided to Armadale Hospital by Perth Radiology Clinic and so your Private Health Insurance may not cover the use of this service.

If you do incur a gap payment, please contact our Business Support Unit on 9391 2000 and we will settle the payment with the radiology provider on your behalf.

